

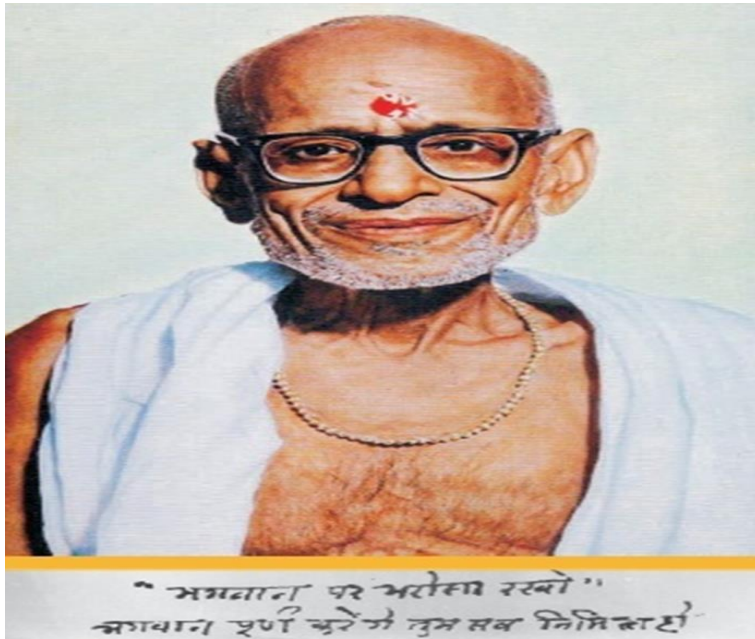


Increasing Patient Footfalls & Cataract Surgical volume

**Dr.Asheesh Bajaj
Consultant-Cataract & IOL
Head –Quality**

**Sadguru Netra Chikitsalya
Chitrakoot-MP**

"Vision & Mission"



- **VISION**

“Service to Humanity”

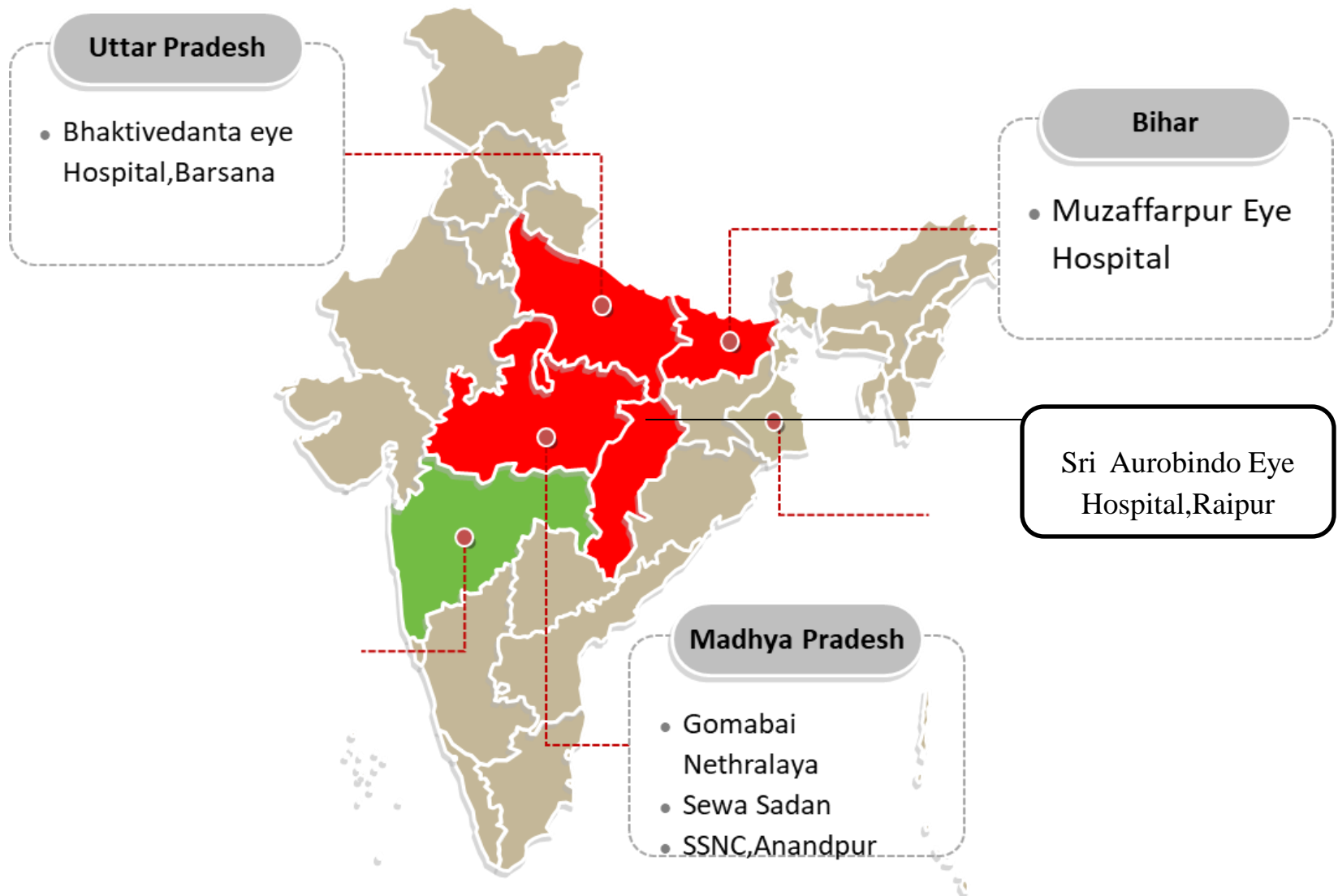
- **MISSION**

“Food for the Hungry

“Clothes for the destitute”

Sight for the Blind”

Our Mentees



Mentoring



SNC Mentoring Module



- Vision & Mission (Meeting With Leadership)
- Assessment
- Hospital Infrastructure
- Statistics & Data Collection
- Quality
- Inventories
- Community Outreach
- IT Support
- Training
- Sustainability

Vision & Mission



- Meeting with Top Management
- Organogram
- Willing for constructive criticism
- Help them build on their strengths

Assessment



Clinical-

- OPD
- IPD
- OT
- Pre & Post – Op Proptocols
- CSSD

General

- Discharge Process
- MRD
- Support Services
- Quality
- Disaster & Safety Protocols

[Clinical](#)

[General Assessment Checklist](#)

Community Outreach



Number of camps

- Cataract conversion rate in camps
- Co-sponsors
- Co-sponsors meet
- Managing Camps during lean season
- Identifying Underserved areas to increase frequency of camps

Support Services



- Inventories
- Counselling
- Opticals
- Pharmacy
- Vision Centres

Statistics, Data & IT Support



- Installing IHMS Software
- Collection & Interpretation Of Data
- Training





- **Quality Indicators**

- OPD Waiting Times

- Endophthalmitis rate

- Intra-Op Complications

- Post – Op Visual Acuity > 6/18

Sustainability



- Expenditure V/S Income
- Procuring good quality economical consumables
- Streamlining surgical packages
- Improving counselling[∞] Optical Sales/Pharmacy
- Empanlment with TPAs / Govt. Health Schemes



Impact of Sewa-SCALE



Sewa Sadan



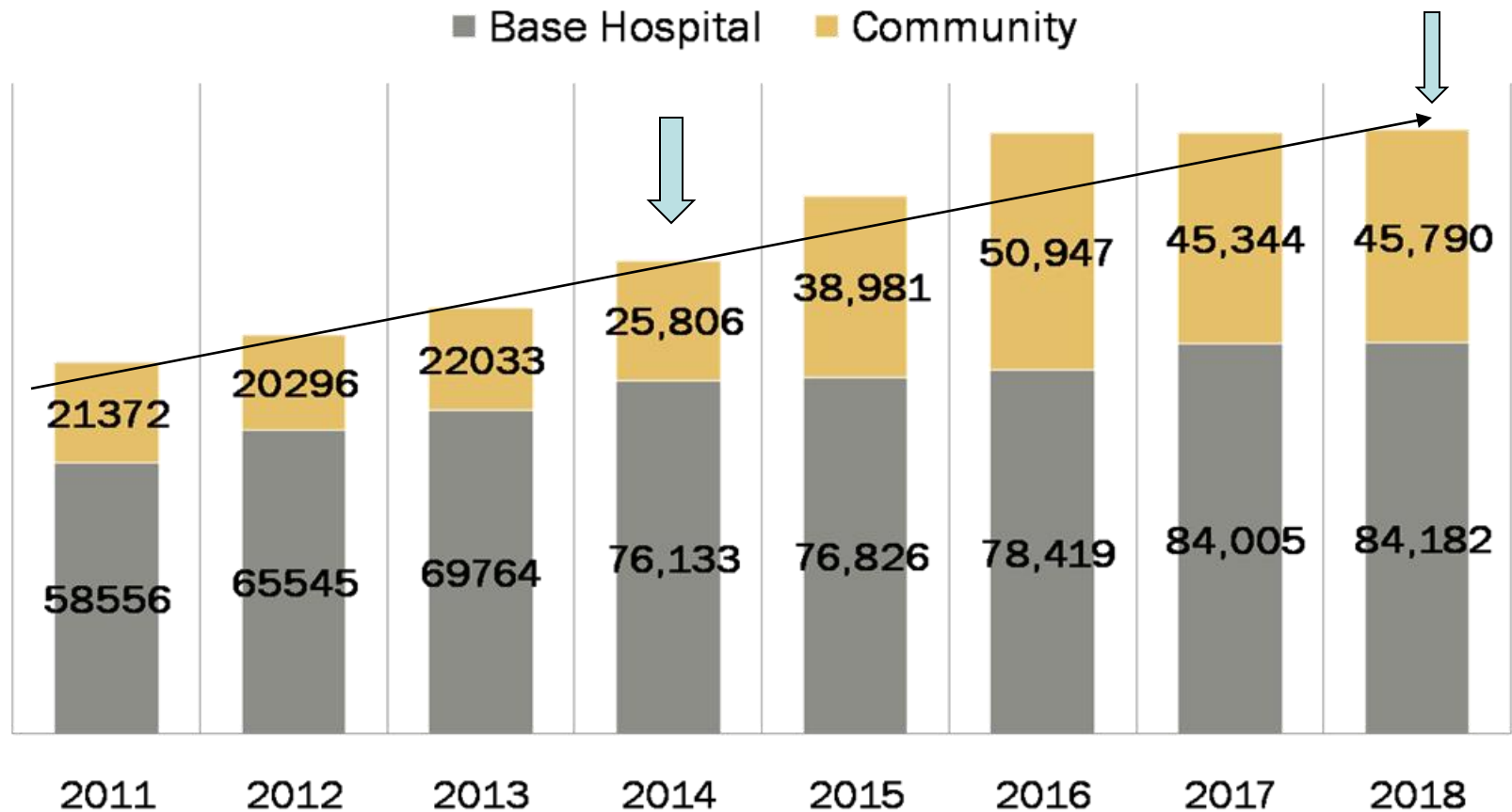
Hospital Overview



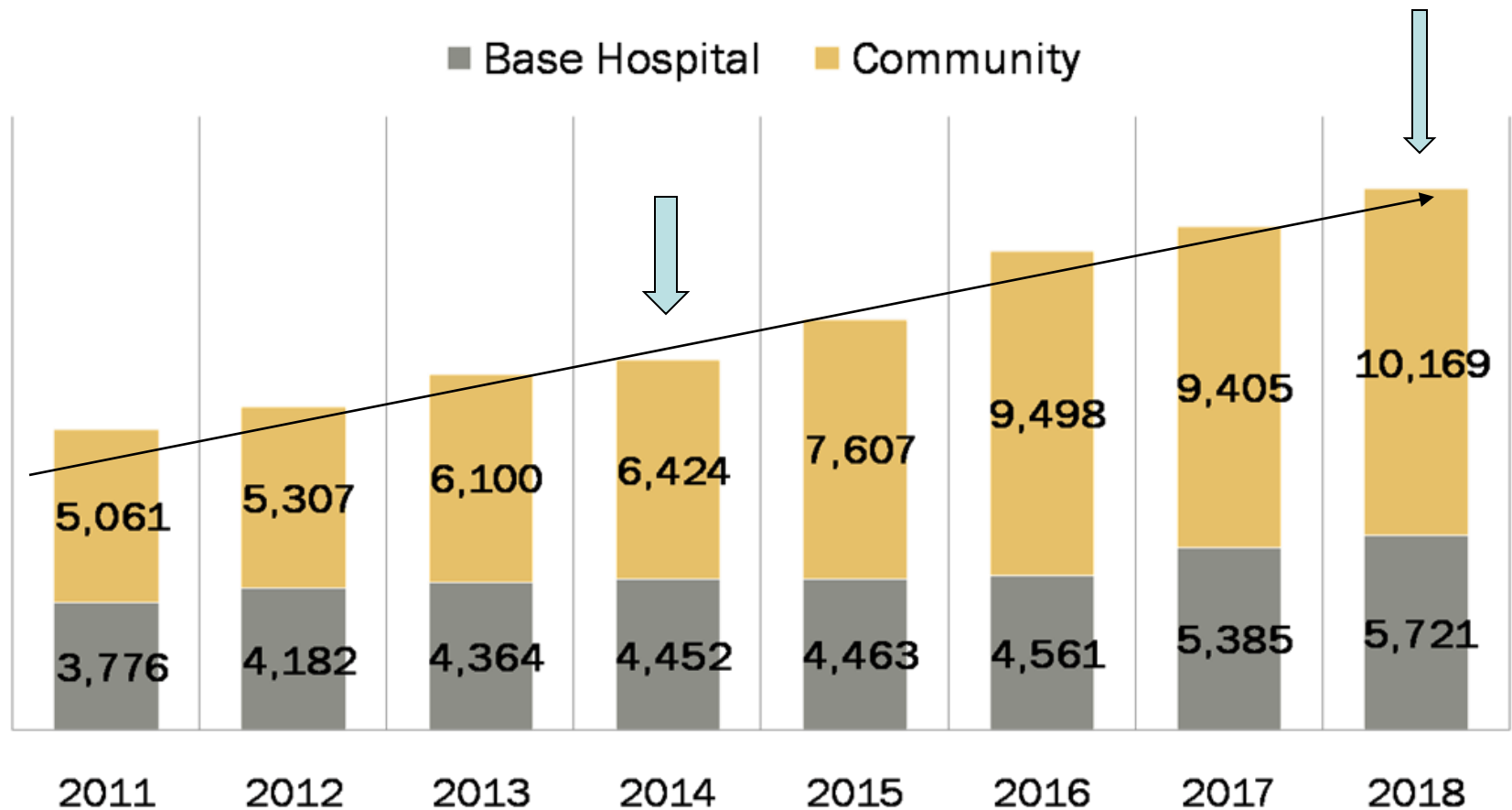
- 50 Bedded
- Cataract Services
- Cornea & Eye Bank-1998
- Specialty-2002
- Specialty Wing-2013



Data – Sewa Sadan-OPD



Sewa Sadan - Surgery



Community Ophthalmology



	2014	2018	% Age Increase
OPD	21372	45790	53 %
Surgeries	6424	10169	6 %
No. of Camps	1-2/Month	3-4/Week	

How the Change Came?

- No. of Camps Increased
- 9 districts of Madhya Pradesh i.e. Bhopal, Sehore, Raisen, Rajgarh, Hoshangabad, Harda, Vidisha, Shajapur and Betul.
- Services Provided in underserved areas and From Where Follow up is easy

Co-Sponsors/NGOs



Organization	Programme
National Programme for Control	District Blindness Control Society
Vision 2020 – The Right to Sight India	Advocacy for Eye Care
Sightsavers	“Netra Vasant” Rural Eye Health Programme in Raisen & Rajgarh District “Vidyajyoti” School Eye Health Programme in Bhopal, Vidisha & Raisen District “Amrita Drishti” Urban Slum Eye Health in Bhopal District
CBM	Sewa Sadan Disability Inclusive Eye Health Programme in 4 districts i.e. Sehore, Harda, Hoshangabad & Shajapur
Operation Eye Sight Universal	Vision Center Establishment
Help Age India	Cataract Surgery for Old and Needy
Vision Foundation of India	Support of DR Lasers and Surgeries
Lions Club International	Diabetic Retinopathy Project in 6 Districts

Walk In Patients



	2014	2018	% Avg Increase
OPD	76133	84182	10%
Surgeries	4452	5721	3 %

Reasons

- Separate Area for Specialty Patients- More Space
- More Human Resources
- Referrals from VC



Opticals



Spectacles Advised	Spectacles dispensed	Percentage Conversion
24265	15439	53 %



Sustainability



Income-84053503

Expenses- 59461369'

Cost Recovery- 41 %

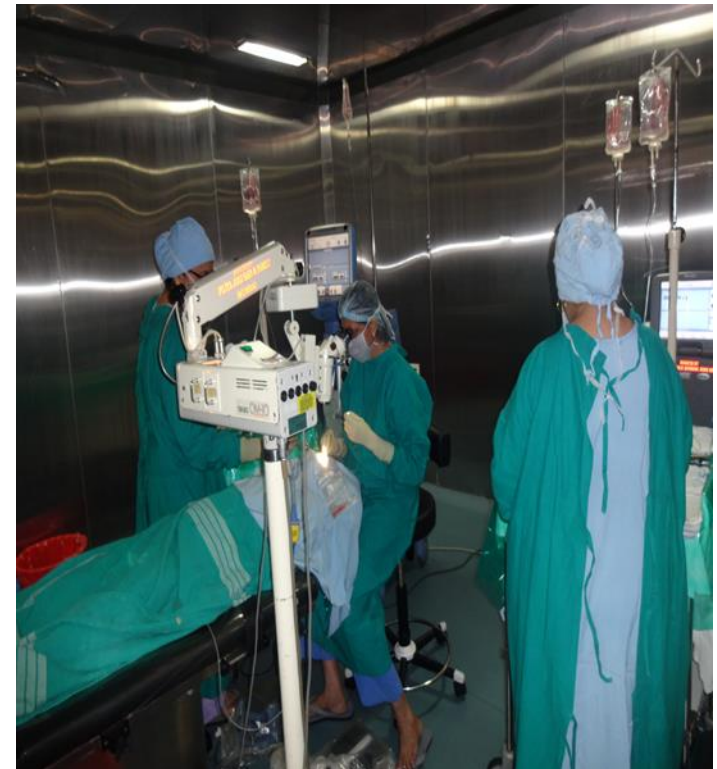
- Increased paying surgeries
- Walk IN OPD
- VCs
- Addition of Specialty services

Quality Improvement



National Accreditation Board for Hospitals &
Healthcare Providers (NABH)

Modular OT



Quality Indicators



Post-Op Visual Acuity (IHMS In Place)

	No. Of Patients	> 6/18	6/18-6/60	< 6/60
First Post – Op day	4514	3709 (82 %)	702 (15%)	103 (03%)
Final Follow Up	4161	3477 (84 %)	519 (12 %)	165 (04 %)

IHMS Software
Data Collection

Vision centres



- 9 Vision centres
- OPD-17000
- Spectacles dispensed- 5000
- Surgeries -500



Training



- One-week training completed, for management, Quality head, OT Assistant and Optometry training for 4 persons – January 2019.
- Seed Grant transfer-January 2019
- Visit By SNC Team



Training



Mentor Mentee Program – Seva Scale

Program: “SEVA SCALE – Strengthening Capacity and Learning to Effectively Deliver Quality Eye Care”

Participants:

1. Mr. SAMUEL DILRAJ RAO – OT management
2. Ms. MOHINI WIDHANI – Vision Center management and Counseling
3. Mr. NANDRAM SAHU – Counseling
4. Mr. AJAY SINGH NERVERIYA – Optical

Dates: 1st to 31st August 2018

Hospital: SEWA SADAN EYE HOSPITAL, BHOPAL

Training



Counsellors

Optical shop

VC

OT CSSD

SADGURU NETRA CHIKITSALAYA, CHITRAKOOT					
Training Schedule Mr. Nand Ram Sahu - Counseling - Sewa Sadan Bhopal					
Date: 1st to 31st August 2018					
Sr. No.	Day	Date	Place	Area Covered	Resource Person
1	Day 1	1st Aug 2018	Office	Introduction with Management	Swarasu
			Counseling	SNC Genesis - & Hospital Facilities Tour	Swarasu/ Chinthamani Gautam
2	Day 2	2nd Aug 18	Counseling	Practical Observation of Cataract Counseling	Mr. Narayan Shukla
3	Day 3	3rd Aug 18	Counseling	Introduction with Professional counseling	Mr. Narayan Shukla
4	Day 4	4th Aug 18	Counseling	Overall observation in counseling - Cataract	Mr. Narayan Shukla
5	Day 5	5th Aug 18	Sunday	Sunday Holiday	
6	Day 6	6th Aug 18	Counseling	Overall observation in counseling - Cataract	Mr. Narayan Shukla
7	Day 7	7th Aug 18	Counseling	Follow ups and Increase acceptance rate in all	Mr. Narayan Shukla
8	Day 8	8th Aug 18	Counseling	Follow ups and Increase acceptance rate-P.F & C	Mr. Narayan Shukla
9	Day 9	9th Aug 18	Counseling	Follow ups and Increase acceptance rate-P.F & C	Mr. Narayan Shukla
10	Day 10	10th Aug 18	Counseling	Follow ups and Increase acceptance rate	Mr. Narayan Shukla
11	Day 11	11th Aug 18	Counseling	Fitness Criteria & Selection Process	Mr. Narayan Shukla
12	Day 12	12th Aug 18	Sunday	Sunday Holiday	
13	Day 13	13th Aug 18	Counseling	Fitness Criteria & Selection Process	Mr. Narayan Shukla
14	Day 14	14th Aug 18	Counseling	Various techniques/tools of counseling	Mr. Narayan Shukla
15	Day 15	15th Aug 18	Counseling	Various techniques/tools of counseling	Mr. Narayan Shukla
16	Day 16	16th Aug 18	Counseling	Various techniques/tools of counseling	Mr. Narayan Shukla
17	Day 17	17th Aug 18	Counseling	Tools of counseling	Mr. Narayan Shukla
18	Day 18	18th Aug 18	Counseling	Tools of counseling	Mr. Narayan Shukla
19	Day 19	19th Aug 18	Sunday	Sunday Holiday	
20	Day 20	20th Aug 18	Counseling	Specialty Counseling	Sphy Counselor
21	Day 21	21st Aug 18	Counseling	Specialty Counseling	Sphy Counselor
22	Day 22	22nd Aug 18	Counseling	Specialty Counseling	Sphy Counselor
23	Day 23	23rd Aug 18	Counseling	Specialty Counseling	Sphy Counselor
24	Day 24	24th Aug 18	Counseling	Specialty Counseling + Increase follow ups	Sphy Counselor
25	Day 25	25th Aug 18	Counseling	Specialty Counseling + Increase follow ups	Mr. Narayan Shukla
26	Day 26	26th Aug 18	Sunday	Sunday Holiday	
27	Day 27	27th Aug 18	Counseling	Reporting Methods	Mr. Narayan Shukla
28	Day 28	28th Aug 18	Counseling	Documentations / Follow ups etc.,	Mr. Narayan Shukla
29	Day 29	29th Aug 18	Counseling	Documentations	Mr. Narayan Shukla
30	Day 30	30th Aug 18	Counseling	Documentations	Mr. Narayan Shukla
31	Day 31	31st Aug 18	Counseling	General Obs & Leaving	Swarasu
Program Coordinator					
Date:					

SADGURU NETRA CHIKITSALAYA, CHITRAKOOT					
Training Schedule Mr. Ajay Narayana - Optical Sales - Sewa Sadan Bhopal					
Date: 1st to 31st August 2018					
Sr. No.	Day	Date	Place	Area Covered	Resource Person
1	Day 1	1st Aug 2018	Office	Introduction with Management	Swarasu
2	Day 2	2nd Aug 18	Opticals	SNC Genesis - & Hospital Facilities Tour	Swarasu/ Chinthamani Gautam
3	Day 3	3rd Aug 18	Opticals	Overview of opticals	Mr. Madhavan Shukla / Mr. Fareed
4	Day 4	4th Aug 18	Opticals	Optical sales in Show room	Mr. Madhavan Shukla / Mr. Fareed
5	Day 5	5th Aug 18	Sunday	Sunday Holiday	
6	Day 6	6th Aug 18	Opticals	Optical sales in Show room	Mr. Madhavan Shukla / Mr. Fareed
7	Day 7	7th Aug 18	Opticals	Optical sales in Show room	Mr. Madhavan Shukla / Mr. Fareed
8	Day 8	8th Aug 18	Opticals	Optical sales in Show room	Mr. Madhavan Shukla / Mr. Fareed
9	Day 9	9th Aug 18	Opticals	Improve sales and uptake of spectacles	Mr. Madhavan Shukla / Mr. Fareed
10	Day 10	10th Aug 18	Opticals	Improve sales and uptake of spectacles	Mr. Madhavan Shukla / Mr. Fareed
11	Day 11	11th Aug 18	Opticals	Improve sales and uptake of spectacles	Mr. Madhavan Shukla / Mr. Fareed
12	Day 12	12th Aug 18	Sunday	Sunday Holiday	
13	Day 13	13th Aug 18	Opticals	Improve sales and uptake of spectacles	Mr. Madhavan Shukla / Mr. Fareed
14	Day 14	14th Aug 18	Opticals	Improve sales and uptake of spectacles	Mr. Madhavan Shukla / Mr. Fareed
15	Day 15	15th Aug 18	Opticals	Improve sales and uptake of spectacles	Mr. Madhavan Shukla / Mr. Fareed
16	Day 16	16th Aug 18	Optical stores	Optical sales in Show room	Mr. Madhavan Shukla / Mr. Fareed
17	Day 17	17th Aug 18	Optical stores	Optical sales in Show room	Mr. Madhavan Shukla / Mr. Fareed
18	Day 18	18th Aug 18	Opticals	Reporting / Documentations in Optical	Mr. Madhavan Shukla / Mr. Fareed
19	Day 19	19th Aug 18	Sunday	Sunday Holiday	
20	Day 20	20th Aug 18	Optical stores	Inventory management for base	Mr. Madhavan Shukla / Mr. Fareed
21	Day 21	21st Aug 18	Optical stores	Inventory management for base	Mr. Madhavan Shukla / Mr. Fareed
22	Day 22	22nd Aug 18	Opticals	Quality Management in Spectacle procedure	Mr. Madhavan Shukla / Mr. Fareed
23	Day 23	23rd Aug 18	Opticals	Quality Management in Spectacle procedure	Mr. Madhavan Shukla / Mr. Fareed
24	Day 24	24th Aug 18	Opticals	Quality Management in Spectacle procedure	Mr. Madhavan Shukla / Mr. Fareed
25	Day 25	25th Aug 18	Optical work shop	Fitting of spectacles - How to maintain quality	Mr. Madhavan Shukla / Mr. Fareed
26	Day 26	26th Aug 18	Sunday	Sunday Holiday	
27	Day 27	27th Aug 18	Optical work shop	Fitting of spectacles - How to maintain quality	Mr. Madhavan Shukla / Mr. Fareed
28	Day 28	28th Aug 18	Optical work shop	Fitting of spectacles - How to maintain quality	Mr. Madhavan Shukla / Mr. Fareed
29	Day 29	29th Aug 18	Optical stores	Inventory management for camps	Mr. Madhavan Shukla / Mr. Fareed
30	Day 30	30th Aug 18	Opticals	Reporting / Documentations in Optical	Mr. Madhavan Shukla / Mr. Fareed
31	Day 31	31st Aug 18	Opticals	General obs & Leaving	
Program Coordinator					
Date:					

SADGURU NETRA CHIKITSALAYA, CHITRAKOOT					
Training Schedule Mrs. Mohini Wadhani - Counseling, Vision Center Management - Sewa Sadan Bhopal					
Date: 1st to 31st August 2018					
Sr. No.	Day	Date	Place	Area Covered	Resource Person
1	Day 1	1st Aug 2018	Office	Introduction with Management	Swarasu
			Counseling	SNC Genesis - & Hospital Facilities Tour	Swarasu/ Chinthamani Gautam
2	Day 2	2nd Aug 18	VC	Vision Center Orientation Visit to Karwi VC	Mr. Chetan Shukla
3	Day 3	3rd Aug 18	Counseling	Introduction with Professional counseling	Mr. Narayan Shukla
4	Day 4	4th Aug 18	Counseling	Overall observation in counseling - Cataract	Mr. Narayan Shukla
5	Day 5	5th Aug 18	Sunday	Sunday Holiday	
6	Day 6	6th Aug 18	Counseling	Overall observation in counseling - Cataract	Mr. Narayan Shukla
7	Day 7	7th Aug 18	Counseling	Follow ups and Increase acceptance rate in all coun	Mr. Narayan Shukla
8	Day 8	8th Aug 18	Counseling	Specialty Counseling	Mr. Narayan Shukla
9	Day 9	9th Aug 18	Counseling	Specialty Counseling	Mr. Narayan Shukla
10	Day 10	10th Aug 18	Counseling	Specialty Counseling	Mr. Narayan Shukla
11	Day 11	11th Aug 18	Counseling	Fitness Criteria & Selection Process	Mr. Narayan Shukla
12	Day 12	12th Aug 18	Sunday	Sunday Holiday	
13	Day 13	13th Aug 18	Counseling	Fitness Criteria & Selection Process	Mr. Narayan Shukla
14	Day 14	14th Aug 18	Counseling	Various techniques/tools of counseling	Mr. Narayan Shukla
15	Day 15	15th Aug 18	VC + Counseling	Counseling (Half Day) - 2nd Half VC Management Reporting, Materials arrangement, VC Camps planning	Mr. Narayan / Mr. Vijay Singh / Mr. Chetan Shukla
16	Day 16	16th Aug 18	VC + Counseling	Counseling (Half Day) - 2nd Half VC Management Reporting, Materials arrangement, VC Camps planning	Mr. Narayan / Mr. Vijay Singh / Mr. Chetan Shukla
17	Day 17	17th Aug 18	VC + Counseling	Counseling (Half Day) - 2nd Half VC Management Reporting, Materials arrangement, VC Camps planning	Mr. Narayan / Mr. Vijay Singh / Mr. Chetan Shukla
18	Day 18	18th Aug 18	VC + Counseling	Counseling (Half Day) - 2nd Half VC Management Reporting, Materials arrangement, VC Camps planning	Mr. Narayan / Mr. Vijay Singh / Mr. Chetan Shukla
19	Day 19	19th Aug 18	Sunday	Sunday Holiday	
20	Day 20	20th Aug 18	VC + Counseling	Counseling (Half Day) - 2nd Half VC Management Reporting, Materials arrangement, VC Camps planning	Mr. Narayan / Mr. Vijay Singh / Mr. Chetan Shukla
21	Day 21	21st Aug 18	VC + Counseling	Counseling (Half Day) - 2nd Half VC Management Reporting, Materials arrangement, VC Camps planning	Mr. Narayan / Mr. Vijay Singh / Mr. Chetan Shukla
22	Day 22	22nd Aug 18	VC + Counseling	Counseling (Half Day) - 2nd Half VC Management Reporting, Materials arrangement, VC Camps planning	Mr. Narayan / Mr. Vijay Singh / Mr. Chetan Shukla
23	Day 23	23rd Aug 18	VC	Vision Center Posting	Mr. Chetan Shukla
24	Day 24	24th Aug 18	VC	Vision Center Posting	Mr. Chetan Shukla
25	Day 25	25th Aug 18	VC	Vision Center Posting	Mr. Chetan Shukla
26	Day 26	26th Aug 18	Sunday	Sunday Holiday	
27	Day 27	27th Aug 18	VC	Vision Center Posting	Mr. Chetan Shukla
28	Day 28	28th Aug 18	VC	Vision Center Posting	Mr. Chetan Shukla
29	Day 29	29th Aug 18	VC	Vision Center Posting	Mr. Chetan Shukla
30	Day 30	30th Aug 18	VC	Vision Center Posting	Mr. Chetan Shukla
31	Day 31	31st Aug 18	Gen	General Obs & Leaving	Swarasu
Program Coordinator					
Date:					

SADGURU NETRA CHIKITSALAYA, CHITRAKOOT					
Training Schedule Mr. S.D Rao - OT Management - Sewa Sadan Bhopal					
Date: 1st to 31st August 2018					
Sr. No.	Day	Date	Place	Area Covered	Resource Person
1	Day 1	1st Aug 2018	Office	Introduction with Management	Swarasu
			Counseling	SNC Genesis - & Hospital Facilities Tour	Swarasu/ Chinthamani Gautam
2	Day 2	2nd Aug 18	Preparation	Patient Preparation	Mr. Umakant
			Preparation	Patient preparation - Observation and Discussion	Mr. Umakant
3	Day 3	3rd Aug 18	OT	Patient Flow in various areas of OT	Mr. Umakant
4	Day 4	4th Aug 18	OT	Patient Flow in various areas of OT	Mr. Umakant
5	Day 5	5th Aug 18	Sunday	Sunday Holiday	
6	Day 6	6th Aug 18	OT	OT Complete process observation	Mr. Umakant
7	Day 7	7th Aug 18	OT	Patient Flow in various areas of OT	Mr. Umakant
8	Day 8	8th Aug 18	OT	OT Writing of Records / Case sheets / Registers	Mr. Umakant
9	Day 9	9th Aug 18	OT	Documentation Methods	Mr. Umakant
10	Day 10	10th Aug 18	OT	Documentation Methods in Various - General / Spl Obs	Mr. Umakant
11	Day 11	11th Aug 18	OT	Documentation Methods in Various - General / Spl Obs	Mr. Umakant
12	Day 12	12th Aug 18	Sunday	Sunday Holiday	
13	Day 13	13th Aug 18	OT	Understand the protocols of various Obs	Mr. Umakant
14	Day 14	14th Aug 18	OT	Understand the protocols of various Obs	Mr. Umakant
15	Day 15	15th Aug 18	OT	Understand the protocols of various Obs	Mr. Umakant
16	Day 16	16th Aug 18	OT	Increase the productivity of the staff in - SNC	Mr. Umakant
17	Day 17	17th Aug 18	OT	Increase the productivity of the staff in - SNC	Mr. Umakant
18	Day 18	18th Aug 18	OT	Practices	Mr. Umakant
19	Day 19	19th Aug 18	Sunday	Sunday Holiday	
20	Day 20	20th Aug 18	OT	Time management in OT - SNC Plans	Mr. Umakant
21	Day 21	21st Aug 18	OT	Time management in OT - SNC Plans	Mr. Umakant
22	Day 22	22nd Aug 18	OT	Time management in OT - SNC Plans	Mr. Umakant
23	Day 23	23rd Aug 18	OT	Time management in OT/CSSD - SNC Plans	Mr. Umakant
24	Day 24	24th Aug 18	CSSD	OT Cleaning/Sterilization Processes	Mr. Sikanth
25	Day 25	25th Aug 18	OT / CSSD	OT Cleaning/Sterilization Process	Mr. Umakant / Mr. Sikanth
26	Day 26	26th Aug 18	Sunday	Sunday Holiday	
27	Day 27	27th Aug 18	OT	Sterilization Processes	Mr. Umakant / Mr. Sikanth
28	Day 28	28th Aug 18	OT	Sterilization Processes	Mr. Umakant / Mr. Sikanth
29	Day 29	29th Aug 18	OT	Sterilization Processes	Mr. Umakant / Mr. Sikanth
30	Day 30	30th Aug 18	OT	Sterilization Processes	Mr. Umakant / Mr. Sikanth
31	Day 31	31st Aug 18	OT / Gen	General Observation- Leaving	
Program Coordinator					
Date:					

Additional Achievements



- New Specialty Building
- School Screening

Camp	No. Of Camps	Numbers Screened	Spectacles
School Screening	3732	310425	8751
Comprehensive	17	1945	957

- Training Of ASHA Anganwadi Workers, Ophthalmic assistants
ASHA- 811
Training-12
- Fellowships Started



Bhaktivedanta Hospital

Hospital Overview



- 40 bedded
- Average OPD-1800-2500/Month
- Surgery- 3300/year



Out Patients



- Year -2018

New Patients	14281
Review	12113
Total	26394

Cataract Surgery



	2016	2017	2018
No. of Camps	Nil	Nil	2/week- 100
Free Surgeries	1092 (76%)	2747(83 %)	2885 (83%)
Paid surgeries	344 (24 %)	559 (17 %)	613 (17 %)
Total	1436	3306	3498
% Age Increase		56 %	59%

- Increased no. of Camps-8/Month
- No. of Ophthalmologists Increased from 1 to 3
- Streamlining of Packages
- Subsidised Surgeries
- Increase in Number of Co-Sponsors

Cataract Conversion Rate



Cataract Advised	Cataract Done	Conversion Rate
4895	3472	71 %

Improvement of counselling
Counsellor Trained

Quality Indicator



	No. Of Patients	> 6/18	6/18-6/60	< 6/60
First Post – Op day	2205	1902 (86 %)	231 (10 %)	72 (04%)
Final Follow Up	2205	1999 (91%)	180 (08 %)	26 (01 %)

Post- Op Visual Acuity
Data Collection

Opticals



Spectacles Advised	Spectacles Distributed	Acceptance
3571	1463	41 %

- Competition from Local Market
- Spectacle Turn around Time
- No VCs

Training



- Optical Sales, Counsellor, Program Management & Data Management, Exposure to high volume surgery and OT management (Including one surgeon) : 13-19 September 2017
- IHMS Installation & Training-Oct 2017
- Seed Grant Transferred –April 2018
- Monitoring Visit- January 2019 & September 2019



Sustainability



- Income-3165305
- Expenses-5541488
- Deficit-57%

Reasons

- Less Walk In Patients/Low Charges
- Low Higher Package Surgeries
- Low Optical & Pharmacy Sales
- No Investigations
- No Specialty

Workshop



- Partners meet –April 2018
- SEVA SCALE Meet-June 2019



Changes



- Willing to Change
- Training
- Acceptability Of Data Collection
- Continuous Improvement of Quality

Challenges



- Increase no. Of Camps
- Co-Sponsors
- Infrastructure
- Human Resources
- Effective Data Collection
- VCs





THANK YOU